

Town of Shelburne Job Description

Job Title: **Emergency Communications Technician**
Department: **Police**
Reports To: **Emergency Communication Supervisor**
FLSE Status: **Non-Exempt**
Approval Date: **May 2019**

Summary:

The Shelburne Emergency Communications Technician is trained and responsible to receive, record, and processes emergency and non-emergency requests for police, fire and ambulance assistance, and dispatches units appropriately by following established procedures and employing common sense as he/she performs these tasks. The ECT has the knowledge to monitor and operate a radio console, multi-line telephone system and multiple computer software programs used at the Shelburne Communications Center. The ECT is required to provide pre-arrival instructions as set forth by the Vermont Enhances 911 Board.

As a Town employee you are expected to demonstrate commitment to excellence through positive behavior toward all quality initiatives as well as through teamwork and to promote and conform to all quality standards. These include but are not limited to core values and customer service values.

Essential Duties and Responsibilities:

The ECT is responsible for carrying out his or her duties while always representing the Town professionally. You must ensure that the highest quality of customer service is provided to all delivery systems within your authority as you carry out the following:

- Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies
- Dispatch and coordinate the responses of public safety agencies
- Enters and modifies information into local, state and national computer databases
- Maintains accurate, detailed records, logs, and other pertinent information
- Ask vital questions and provide pre-arrival instructions based on VT E911 standards
- File and organize resource information including but not limited to sensitive information, in a discreet and professional manner by maintaining confidentiality
- Monitor radio communication channels for police, fire, ambulance; Department of Public Works; local government; and relay information to the appropriate authority
- Monitor Alarm and Security systems located in the Shelburne Communications Center
- Assists general public at desk, furnishing information or making appropriate referrals

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The ECT Shall:

- Have a high school diploma or equivalent.
- Have excellent interpersonal and communication skills
- Be detail oriented and quality driven.
- Be able to work independently, handle multiple tasks, and prioritize work with minimal supervision.
- Be flexible and able to easily handle varying work assignments.
- Ability to work various shifts, weekends, and holidays
- Working knowledge of software applications used to support area operations, and familiarity with Internet resources
- Ability to successfully complete Communications Training Program
- Ability to successfully complete E-911 Training and NCIC certification within 6 months of hire
- The ability to handle stressful situations in a calm, confident and organized manner.
- Be discreet and have the insight to handle confidential information in a professional manner.
- Have an excellent past work record
- Pass a fingerprint supported background check.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

BENEFITS:

- \$47,600 minimum starting salary for Dispatchers
- \$5,000 sign-on bonus and \$2,500 retention bonus after one year
- Additional entry compensation possible based on candidate’s experience
- Shift differential (not represented in starting salary)
- Paid vacation, medical, holiday, personal, and cultural holidays
- Comprehensive health, dental & vision plans
- Opportunities for overtime and comp time accrual

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately quiet.

SELECTION GUIDELINES:

Formal application, rating of education, experience, and interpersonal skills; oral interview, reference checks and background checks; job related tests may be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Approval: _____

Employee

Supervisor